

**California Public Utilities Commission**

Company Name: SONIC TELECOM, LLC

U#: 7002

Report Year: 2022

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Sonic Telecom

Measurement (Compile monthly, file quarterly)		Date filed (05/15/22)			Date filed (08/15/22)			Date filed (11/15/22)			Date filed (02/15/23)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days												
	Total # of service orders												
	Avg. # of business days												
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments												
	Total # of installation commitment met												
	Total # of installation commitment missed												
	% of commitment met												
<b>Customers</b>	Acct# for voice or bundle, res+bus	18470	18200	17938	17670	17406	17066	16645	16296	15994			
<b>Customer Trouble Report</b>													
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	27123	26741	26319	26017	25627	25204	24759	24293	23858		
		Total # of trouble reports	128	60	72	77	67	62	59	64	62		
		% of trouble reports	0.47%	0.22%	0.27%	0.30%	0.26%	0.25%	0.24%	0.26%	0.26%	#DIV/0!	#DIV/0!
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
<b>Adjusted Out of Service Report</b> standard = 90% within 24 hrs Min.	Total # of outage report tickets	121	57	71	74	64	62	54	61	59			
	Total # of repair tickets restored in < 24hrs	9	6	7	1	2	2	2	4	3			
	% of repair tickets restored ≤ 24 Hours	7%	11%	10%	1%	3%	3%	4%	7%	5%	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	29185:79	5919:77	7307:62	8466:27	7662:65	6722:05	5282:80	6396:71	5953:11			
	Avg. outage duration (hh:mm)	228:01	98:66	101:49	109:95	114:37	108:42	89:54	101:54	96:02			
	Indicate if catastrophic events is in month	N	N	N	N	N	N	N	N	N	N	N	N
<b>Unadjusted Out of Service Report</b>	Total # of unadjusted outage report tickets	128	60	72	77	67	62	59	64	62			
	Total # of all repair tickets restored in < 24hrs	9	6	7	1	2	2	2	4	3			
	% of all repair tickets restored ≤ 24 Hours	7%	10%	10%	1%	3%	3%	3%	6%	5%	#DIV/0!	#DIV/0!	#DIV/0!
	Sum of the duration of all outages (hh:mm)	33981:86	6749:12	8371:32	9847:99	8691:03	7774:68	6108:73	7395:02	6755:22			
	Avg. unadjusted outage duration (hh:mm)	265:48	112:49	116:27	127:90	129:72	125:40	103:54	117:38	108:96			
<b>Refunds</b>	Number of customers who received refunds	42	41	45	34	42	65	43	55	62			
	Monthly amount of refunds	\$2,182	\$2,969	\$2,804	\$1,025	\$2,004	\$3,210	\$1,832	\$1,636	\$1,979			
<b>Answer Time</b> (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing	636	584	731	592	558	595	519	581	502			
	Total # of call seconds to reach live agent	48236	25563	38114	48412	28691	51056	62478	69911	42718			
	% ≤ 60 seconds	84.12%	90.75%	88.65%	88.01%	89.78%	84.20%	83.62%	81.07%	86.06%			

**Primary Utility Contact Information**

Name: Patti Ringo  
Stefan Ghazikhanian

Phone: 707-522-1000

Email: [sonic\\_regulatory@sonic.com](mailto:sonic_regulatory@sonic.com)

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)